



European Command

Overseas Prime Remote Program

TEO FS-7a

"Your Passport to Quality Health"

Fact Sheet

As an active duty service member permanently assigned to a remote overseas location or to a geographically separated unit within European Command, you and your family will receive the majority of your medical care from local host nation providers. We know receiving health care in remote countries can be a challenge — you are often faced with stark cultural differences, language barriers, and different medical norms without the support infrastructure that many overseas members enjoy at major bases and posts. That's why we are working hard to make your remote health care program as convenient as possible. We are here to help you!

New Benefits Arrive Sept. 1, 2003!

TRICARE Europe has partnered with International SOS, an organization recognized throughout the world for coordinating and providing quality health care services in remote locations. ***This new partnership takes effect in EUCOM on Sept. 1, 2003.*** After Sept. 1, you will soon no longer need to file claims or pay upfront for your medical care in your host nation in most cases. You will also gain access to a worldwide network of credentialed doctors, dentist, hospitals, and clinics. Visit us online for more information.

***This Fact Sheet will expire on Sept. 1, 2003.
An updated version will be available on our
website on this date.***

Where to Go for TRICARE Information

There may not be a military treatment facility or U.S. military medical staff at your remote location, but that doesn't mean you can't expect great support. Here's how you can get help:

○ **TRICARE Point of Contact.** Most overseas remote locations have a medical liaison or TRICARE POC who can answer questions and help with claims. POCs can fax medical claims to the TRICARE Europe claims processor and receive payment checks for hand-delivery to the recipient. For the name and location of your local medical/dental POC, contact the TRICARE Europe Office at DSN 496-6320 or commercial 00-49-6302-67-6320.

○ **TRICARE Europe Central TRICARE Service Center (CTSC).** The CTSC, located at Sembach Air Base, Germany, can assist with TRICARE Prime Remote enrollment, referrals

to military treatment facilities, claims processing and aeromedical evacuation. Contact them at DSN 496-7433 or commercial 00-49-6302-67-7433. Toll free from CONUS at 1-888-777-8343 (select Option #1) and from overseas locations (using your local AT&T toll-free access number) at 866-TEUROPE (866-838-7673).

Eligibility for TRICARE Prime Remote

All active duty members assigned to geographically separated units are enrolled in TRICARE Europe Prime Remote (TEPR). Active duty family members residing with their sponsor in remote overseas locations may enroll in TEPR through the CTSC.

Overseas remote locations are defined as assignment areas that are over 50 miles (or more than one hour drive) from a military treatment facility.

How 'Prime Remote' and 'Prime' Differ

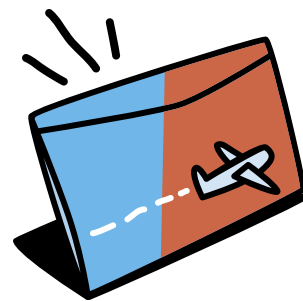
Prime Remote is a lot like Prime, but we've added a number of special features that make it easier for remote members to take care of their health care, including:

- Local POCs to help members with TRICARE questions or concerns.
- Elimination of the requirement for active duty family member pre-authorization for civilian medical care rendered at the remote site
- Wisconsin Physician Services (WPS), the overseas claims processor, will pay all billed charges for covered civilian care.

Active Duty Military Medical Care

Active duty members who require emergency treatment or hospitalization should seek care at the nearest medical facility that offers emergency services. Contact your unit as soon as possible after the care is received. All routine care requires a payment authorization which is documented on SF 1034, Public Voucher for Purchases and Services other than Personal (for Army and Air Force Members) or NAVMED Form 6320/10, NonNaval Health Care Claim Form (for Navy and Marines Members).

Active Duty members in remote areas must have authorization for any routine medical care, but in many areas commanders or certifying officers can approve non-emergency civilian medical care up to \$500 per episode of care. If the charge is more than



\$500, Service approval is required (procedures vary depending on Service). All AD claims for civilian medical care received both overseas and in CONUS must be sent to WPS at this address:

**TRICARE Europe
WPS - Active Duty Claims
P.O. Box 7968
Madison, WI 53707-7968**

Family Member Medical Care

Active duty family members have a choice of enrolling in TRICARE Europe Prime Remote or electing medical coverage under TRICARE Standard. Either way, you can find providers where you live if you contact your nearest U.S. Embassy/Consulate. These agencies can provide you with a list of local providers who meet U.S. medical standards and have a history of high quality service to U.S. TRICARE patients. For Prime-enrolled ADFMs living with their military sponsor in a remote location, there is no requirement for pre-authorization for civilian medical care received at the remote location (except for inpatient mental health services).

However, *authorization is required for care sought from host nation providers in countries serviced by a military treatment facility.* Before receiving any medical care, check with your TRICARE Service Center to ensure the services you require are covered under the TRICARE program. With TRICARE Europe Prime Remote, you will have no cost shares or deductibles for covered health care services received from host nation providers overseas.

Submit **ALL** Active Duty Family Member claims, whether enrolled in TRICARE Prime Remote or TRICARE Standard, to:

**TRICARE Europe
WPS-Claims Processing
P.O. Box 8976
Madison WI 53708-8976**

Claims Processing in Remote Locations

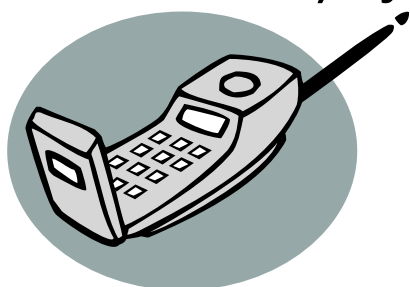
If you incur a charge, bring the bill, claim form and any other medical documentation to your local Remote Site POC or contact your TRICARE Service Center for claims processing assistance. All claims must be filed no later than one year after the services are provided, or, for inpatient care, one year from the date of discharge. Please use your overseas address on claim forms. For all TRICARE Europe beneficiaries, claims may be submitted on a TRICARE Claim Form (DD Form 2642) only. For more help on filing a claim, see **Fact Sheet 9 : The Basics of Claim Processing.**

Medical Evacuation Services

If you need to be flown to a U.S. military treatment facility for special care or have an emergency and need rapid medical evacuation, you are covered. If this situation ever arises during your remote tour, it's important that you know what to do. Your first step is to contact your remote site POC. This person can help you contact the right agencies and help you determine if medical evacuation is the right choice for you. If you cannot reach your POC, call the Theater Patient Movement Requirements Center (TPMRC). This agency is co-located with the 86th Aero medical Evacuation Squadron at Ramstein AB, Germany, and has staff on duty and on-call 24-hours a day. The TPMRC coordinates and communicates patient movement needs with the Army, Navy, and Air Force. The different services, in turn, carry our patient movement missions in the European and Central Command areas of

Need Help?! Call TRICARE Europe's Central TRICARE Service Center.

Call DSN 496-7433, commercial 00-(49)-(0)6302-67-7433, or toll-free 866-TEUROPE (through your local toll-free access number) if you have questions about your TRICARE



**medical benefit. You can also e-mail
general benefit questions to
TRICARE Europe at:
TEUROPE@europe.tricare.osd.mil**

Contact the TPMRC for urgent, priority and routine patient movement at:

DSN: 480-8040/2235/2264

FAX: 480-2345

CIV: (49)-6371-47-8040/2235/2264

E-mail: tpmrceurope@ramstein.af.mil (DO NOT use e-mail for urgent or priority requests)

Msg. Address: TPMRC EUROPE RAMSTEIN AB GE

Please schedule medical airlift appointments very carefully! It is extremely difficult to change appointment dates and times once they have been made.

"Stork Nesting" program

If you are stationed at a remote site or live near MTFs without obstetric services, the "Obstetric Stork Nesting" program may be available for you. This program allows a pregnant woman to temporarily reside near a military treatment facility with obstetric services. Contact your TRICARE Service Center for further information.

Dental Care in Remote Areas

The TRICARE Europe Office (TEO) maintains a list of host-nation dental care providers located in remote areas. The list is available on the web at <http://www.europe.tricare.osd.mil> (click on the 'Dental' button).



The quality of dental care available in remote areas depends on several factors, including the country where the provider

received dental training and the standards of the country in which he or she practices. Costs may also vary greatly from country to country. Host-nation providers may request payment up front before providing any dental services. You may also receive any necessary dental care when you are visiting or TDY/TAD to a military facility with a dental clinic (for family members, this applies to overseas dental clinics only).

Active Duty Dental Care. As with active duty medical care, military members will typically receive routine dental care on the local economy after receiving pre-authorization from his or her local commander. Dental treatments that cost more than \$500 must have pre-approval from the TRICARE Europe Dental Office at 49(0)6302-67-6358. To file dental claims, follow the procedures for filing medical claims.

Family Member Dental Care. Family members may enroll in the TRICARE Dental Program (TDP). A paid insurance plan, the TDP has the same eligibility rules, benefits and premiums as the CONUS program. See **Fact Sheet 8: TRICARE Dental Program**, for more on this. be sure to check with your remote medical/

dental point of contact to ensure enrollment has taken effect before receiving any civilian dental services.

Because of the possibility of incurring high dental bills in some foreign locations, we recommend you seek pre-determination from UCCI before receiving dental care that may involve out-of-pocket costs. The pre-determination process lets you know the total costs before receiving any care and may take up to six weeks.

Although enrollees seeking *non-orthodontic* dental care in remote locations are not required to have a nonavailability form, they may contact their medical/dental POC to locate a dentist in their area. A nonavailability form and referral form are required for all *orthodontic* care in remote overseas locations. Contact the TRICARE Europe Office at DSN 496-6358 or civilian (49) 6302-67-6358 for information on the dental program or for orthodontic referrals. You may also contact UCCI at (717) 975-5017 (not toll-free), 1-888-418-0466 toll free by using your country's AT&T access code or e-mail them at oonus@ucci.com.

A family member who returns to CONUS and seeks dental care will incur costs based on CONUS dental benefit rules.

Remote Site Pharmacy Services

Prescription medications are available through the following remote site pharmacy coverage options:

- **TRICARE Mail Order Pharmacy.** Eligible beneficiaries may use the TRICARE Mail Order Pharmacy (TMOP) Program, DoD's timesaving and inexpensive mail order service, for maintenance prescriptions. Only prescriptions from U.S.-licensed providers can be filled through TMOP. This service offers low co-payments, allows phone-in refills, and delivers free to US or APO/FPO addresses only. Contact the TMOP at (toll-free from CONUS only) 1-888-DOD-TMOP. You may also refill prescriptions via the web at www.express-scripts.com.
- **Military Pharmacies.** You may fill prescriptions at military treatment facility pharmacies while on TDY or leave in Europe or in CONUS.
- **Civilian Pharmacies.** You may purchase prescription drugs from local area pharmacies and file the claim to the overseas claims processor, Wisconsin Physician Services.

Health Care Information Line

The Health Care Information Line gives you instant and easy access to expert medical advice, no matter what time of day or day of the week you call. You can speak directly to a health care professional or get automated information on hundreds of topics. To reach the HCIL, visit online at www.hcil-online.com/tricare-europe, or call 001-888-866-7943. For remote sites, you may have to dial through an operator or use a callback service.

www.europe.tricare.osd.mil/benefit/remote/

